

Performance Measures - Objectives

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Performance Measures - Objectives

We pledge to implement the following performance measures to obtain the specified objectives:

Metric Name: Scope of Service/Project

Purpose: To assure that customer requirements are properly developed, documented, and understood before a final agreement is reached on services and/or product to be provided.

What are we measuring: Each section will obtain a SOS for all projects with funded labor charge codes requiring more than \$5,000 per task. Measurement is (Number of SOS/Number of projects) as a percentage.

This metric rates the effectiveness of ED efforts to comply with the requirements of the PMBP *Project Scope and Customer Requirements Definition* [\[PROC2010\]](#) and our EQS procedure *Contract Review* [\[PROP01L0\]](#), in accordance with the ISO 9001:2000 standard.

Elements of the ISO 9001:2000 are as follows:

- 5.2 Customer focus
- 7.2.1 Determination of requirements related to the product
- 7.2.2 Review of requirements related to the product

– 7.2.3 Customer communication

Goal: The acceptable goal for SOS/Project metric is 90%. The goal to also show acceptable continuous improvement on SOS/Project metric is an improvement of at least half of the differential between the current percentage of SOS/project and 90%.

$$\text{Improvement goal} = 50\% \leq (90\% - \text{current\%})/2$$

When SOS/project metric is over 90%, the improvement goal will be to maintain a positive change.

Measurement shall be taken on a quarterly basis and data shall be reported at the subsequent Management Review Meeting. Branch Chiefs will evaluate and report the reasons for a section failing to achieve the improvement goal at the next Management Review Meeting. Branch Chiefs will counsel the Section Chief to develop a corrective action plan when failing the improvement goals two consecutive times. Branch Chiefs will report the corrective action plan for a section failing to achieve the improvement goal at the next Management Review Meeting.

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